



How to Report e-Tag Problems

The following information is needed to help speed your request for assistance with the e-Tags System and to help us identify reoccurring system errors. Please e-mail the completed form to etag@dot.state.tx.us or have the information available when you call the technical helpdesk at (512)302-2020.

Name of person to contact:

Phone #:

e-Mail address:

User name experiencing the issue:

Dealer P Number:

Check all that apply:

What problem/issue are you having with the e-Tag System?

- ☐ I receive a message "Invalid username or password" when logging into the system.
- ☐ I have assigned all of my Internet and/or Emergency Tags to vehicles and now I need more allotted.

The e-Tag system displays a message "There has been an error in the operation you are trying to perform, please contact the system administrator":

- ☐ All screens
- ☐ After I type my user name and password and click on login
- ☐ After I select my location
- ☐ After I select the DBA
- ☐ Other screens...

The e-Tag system displays a message "You don't have permission to view this page"

- ☐ All screens
- ☐ After I select Manage Licensee Admin
- ☐ After I select Manage Licensee User
- ☐ After I select Licensee User Tasks
- ☐ Other screens...

The e-Tag system **will not** create an e-Tag image

- ☐ All types of e-Tags
- ☐ Dealer "Agent Specific"
- ☐ Dealer "Vehicle Specific"
- ☐ Buyer
- ☐ Emergency
- ☐ Internet down

The e-Tag system creates an e-Tag image but it **will not** print:

- ☐ All types of e-Tags
- ☐ Dealer "Agent Specific"
- ☐ Dealer "Vehicle Specific"
- ☐ Buyer
- ☐ Emergency
- ☐ Internet down



- ☐ The e-Tag system works on some computers but not others
- ☐ The e-Tag system prints to some printers but not others
- ☐ There is a message about pop-ups
- ☐ **Other** - Provide a description of the problem you are experiencing with the e-Tag system